



## GreenvilleWater

**MINUTES OF REGULAR MEETING  
COMMISSIONERS OF PUBLIC WORKS  
407 West Broad Street  
Commission Room, Level Two  
Greenville, South Carolina  
August 6, 2019  
8:15 a.m.**

Commissioners of Public Works in attendance:

Chairman Phillip A. Kilgore, Vice-Chairman James W. Bannister, Debra M. Sofield, Mayor Knox H. White, and George Fletcher. A quorum was present.

Greenville Water Staff in attendance:

Chief Executive Officer David H. Bereskin, Chief Financial Officer Phil Robey, Chief Operations Officer Jeff Boss, Controller Jondia Berry, Director of I.T. Joe Beineke, Director of Water Resources Jeff Phillips, Director of Strategic Initiatives Jane Arrington, Human Resources Director Richard Posey, Director of Engineering Mark Hattendorf, Director of Business Services Gary VerDouw, Facilities Maintenance and Fleet Manager Allen White, Business Process Analyst Heather Nix, and Public Relations Specialist Emerald Clark.

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The Regular Meeting of the Commissioners of Public Works was called to order at 8:15 a.m. by Chairman Kilgore.

### **1. WELCOME**

### **2. PUBLIC COMMENT**

Chairman Kilgore welcomed Special Guest Miss Jean Knight to the meeting and she was given an opportunity to address the Commission. Miss Knight explained she had recently been to New Hampshire and the water there was terrible compared to the water in Greenville. She was happy to get some great tasting Greenville Water as soon as she returned home. Commissioners thanked Miss Knight for her compliments and for attending the meeting.

### **3. CONSENT AGENDA**

Chairman Kilgore listed the items of the Consent Agenda which were the meeting minutes of the Regular Commission Meeting June 4, 2019, the Water Resources Report, New Development, and New Annexation Covenants. The items of the consent agenda were unanimously approved.

### **4. LEGISLATIVE UPDATE**

Chairman Kilgore invited Legislative Liaison Bob Knight to provide a Legislative update wrapping up the 2019 Legislative session. Mr. Knight stated only a few scattered meetings remain. Greenville Water received recognition at The Greenville Chamber during a Reedy River Water Quality Meeting where a consultant made a point to congratulate and draw attention to Greenville Water's removal of phosphates in the treatment system. The consultant gave Greenville Water credit for doing it because it was the right thing to do, stating removing the phosphate improved the quality of the water in the Reedy River.

The State budget is growing at a record clip, there is rumor of \$700 million of reoccurring money and \$400 million in non-reoccurring money in 2020. There is a small tax reform committee still meeting that is proposing to raise sales tax on items and remove exemptions including water sales. Mr. Knight stated he will be monitoring this bill.

Director of Water Resources Jeff Phillips spoke regarding the removal of phosphates in the treatment system, explaining Greenville Water changed the phosphate corrosion inhibitor blend. For the same cost per gallon, a change was made from a 50/50 blend of ortho/polyphosphate to a 75/25 ortho/polyphosphate blend. This allows for lower total phosphate, but keeps the necessary ortho concentration in the system to help avoid corrosion of pipes.

#### **5. ADMINISTRATION BUILDING REMODEL**

Chairman Kilgore welcomed Mark Hattendorf to present an update on Greenville Water's Administration Building remodel. Mr. Hattendorf reviewed a remodel project snapshot including the budget, scope of the project, amount spent to date, work completed, finish schedule highlights and construction sequence. DP3 Architects, Ltd. provided a sampling of the selected finishes.

Mayor White suggested the great story of Greenville Water be depicted in the Lobby area with graphics, pictures, etc. This would be a great opportunity to show people something truly unique and amazing.

#### **6. FINANCIAL UPDATE REPORT**

Chairman Kilgore invited Chief Financial Officer Phil Robey to provide a financial update. Mr. Robey explained the Finance Update is usually included in the consent agenda, but this month's packet contained the financial report through the month of June, which was the half way point in the year. Mr. Robey reviewed revenues, expenses, and the financial highlights as provided in the Commission agenda package.

Mr. Robey turned the presentation over to Director of Engineering Mark Hattendorf for an update on the Capital Improvement Program. Mr. Hattendorf reviewed each active CIP project and detailed the progress to date.

#### **7. DISCUSSION OF METERING ISSUE**

Chairman Kilgore welcomed Mr. Robey to present information regarding Greenville Water's ongoing revenue assurance project. Mr. Robey stated the primary objective of this project is to make sure every service point has a meter, an account setup and is being billed correctly. This project dovetailed very nicely with work done in preparation of billing for MetroConnects, formerly Metropolitan Sewer Sub-district. Effective July 1, 2019, MetroConnects transitioned to a new user rate charge structure for billing, moving from an annual real property tax and sewer fee rate structure to a monthly sewer charge with both a fixed fee and volume charge based on the water consumed by each customer. In advance of billing for MetroConnects, Greenville Water had to ensure accounts lined up.

Mr. Robey provided details of an issue in an area with multiple dwellings on a single meter. Mr. Hattendorf reviewed the history of water main and meter installations to explain how the situation occurred. Mr. Bereskin presented Staff's recommendation. Chairman Kilgore recommended Commissioners visit the site and Staff bring the discussion back-up at a later meeting.

### **8. CHIEF EXECUTIVE REPORT**

Mr. Bereskin shared an issue Public Relations Specialist Emerald Clark is having with reservations for the Greenville Water Community Room, stating several requests have been made to have the fees waived. Commissioner Sofield recommended the rules be followed for every reservation. Mayor White added the fees are so small that they are affordable for everyone. After brief discussion, it was agreed there is to be no waiving of the fees for reserving the Community Room.

Mr. Bereskin presented a poster that has been displayed in the Customer Service Lobby area advertising alternate pay locations for Greenville Water bills. The posters provide information on approved locations for paying water bills which gives customers the freedom to pay at convenient locations without having to make a special trip to Greenville Water's Administration Building. Mr. Robey explained there is a cost for the service which is born by the customer. Customers who choose to use this service will pay a \$2 transaction fee. The trade-off is the convenience of being able to pay the water bill, for example, at a Wal-mart at 9:00 p.m. on Sunday while buying groceries rather than having to wait for Greenville Water's office to open. There have been bill stuffers with this information, as well as handouts and posters displayed in the Lobby and drive-thru. Mr. Bereskin asked the Commission if the Administration Building remodel is the right time to close down cashiering now that these other payment options are available. Commissioners suggested Staff monitor the results of this new payment option on reducing the amount of walk-in traffic and leave the cashiering option open at this time. Once the success of this new payment option has been determined, the onsite cashiering option could be brought back for discussion. Mr. Bereskin added this partnership with Fiserv also allows for bill presentations to most major banks who have a partnership with Fiserv. Bills can now be received through the banks via e-bill, which then allows for bill payment to be scheduled through on-line bill pay.

### **9. COMMISSION COMMENTS**

Commissioner Sofield announced the Greenville Water Employee Picnic was a great event. It was well done and lots of fun. Mr. Bereskin thanked Ms. Clark for her hard work pulling everything together.

Commissioners thanked Ms. Clark for being quick to act when a local news channel incorrectly reported Greenville Water as being responsible for the recent water bill increase. Ms. Clark responded quickly and was able to get the correct information regarding the new sewer fee reported.

Chairman Kilgore announced Vice-Chairman Bannister filmed an interview with CEO Magazine on Greenville Water's 100 Year Plan. <https://www.greenvillewater.com/jim-bannister-on-100-year-plan-for-greenville-water/>

**10. ADJOURNMENT**

There being no further business, the meeting was adjourned at 9:41 a.m.

  
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Phillip A. Kilgore, Chairman

  
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Kimberly J. Haulter, Executive Assistant